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## **C. AUTHORITY**

The authority for establishing this policy rests with the Office of the President and the President's Cabinet.

## **D. DEFINITIONS**

**Complaint:** A written allegation made by a currently enrolled or former Student alleging that





Any changes to a CIA Policy must go through the process found within the CIA Policy on Policies.

The Legal Advisor will attempt to notify the Complainant of the results of the Complaint in writing within 60 business days of initial receipt of the Complaint.

The Legal Advisor will enter the appropriate resolution of the matter in the CIA Hot Line database and will close the case.

The Provost at their sole discretion may overturn the outcome and/or sanction if it is deemed that the conclusion may have been altered by the findings identified by the working group charged with researching the allegations contained in the Complaint.

### **Step 3 – Formal Processes Beyond the CIA**

Students who wish to pursue their Complaint beyond the outcome achieved through Step 2 or who are not able to file a Complaint with the school, may file a Complaint with one or more of the following entities:

**Middle States Commission on Higher Education** - <https://www.msche.org/complaints> See Appendix I for MSCHE policy on Complaints involving Member and Candidate Institutions

**New York Campus and New York Residents** - See Appendix II to this policy for non-Distance Education Student Complaints.

**California Campus and California Residents** - See Appendix III to this policy.

**Texas Campus and Texas Residents** - See Appendix IV to this policy.

**List of State Offices for Students Residing Outside of New York State** -

<https://www2.ed.gov/about/contacts/state/index.html>

California Department of Consumer Affairs  
Consumer Information Center  
1625 North Market Street, N-112  
Sacramento, CA 95834  
833-942-1120  
[dca@dca.ca.gov](mailto:dca@dca.ca.gov)

Students of the CIA's Distance Education courses, except those living in California, wishing to pursue a Complaint that does not pertain to grades or student conduct matters may appeal the outcome of Step 2 within two years of the incident to the SARA Portal Entity in the CIA's home state of New York at the following contact information:

Supervisor of Higher Education Programs  
New York State Education Department (NYSED)  
89 Washington Avenue  
Albany, NY 12234  
518-474-1551  
[IHEauthorize@nysed.gov](mailto:IHEauthorize@nysed.gov)  
<http://www.nysed.gov/college-university-evaluation/complaints>

NYSED will notify the Complainant's home state SARA entity of its receipt of the appealed Complaint. A Complainant may also contact the SARA portal entity of his or her home state which may work with NYSED to resolve the issue. Contact information for all participating state, territorial and district portal entities may be found at the NC-SARA website: <https://nc-sara.org/student-complaints>.

General-purpose laws enforced by state or federal law enforcement agencies shall not be affected or superseded by any provisions of SARA. States must report Complaint histories to NC-SARA and as appropriate to affected accrediting agencies. Only those complaints resulting from distance education courses, activities, and operations provided by SARA-participating institutions to students in other SARA states come under the scope of SARA. Complaints about a SARA institution's in-state operations are to be resolved under the state's normal provisions, not those of SARA.

## **Tracking Student Complaints**





Cabinet Approval to Proceed: 12/3/2018, 11/1/2022, 1/2/2024

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Scheduled Review Date:

APPENDIX I

MSCHE policy on Complaints involving  
Member and Candidate Institutions

**II. Statement of Policy**

The Middle States Commission on Higher Education recognizes the value of information provided by students, employees, and others in determining whether an institution's performance is consistent with the Commission's standards and expectations for accreditation. The Commission's interest also is in assuring that member institutions maintain appropriate grievance procedures and standards of procedural fairness and that procedures are followed appropriately.

Individuals can submit at any time a complaint regarding an institution's compliance with Commission Requirements of Affiliation, standards, or policies or regarding an institution's accreditation. The Commission does not see any type of complaint as a charge or accusation. The Commission's practice is not to consider a complaint which

submitting information regarding an institution's accreditation either policy as appropriate to the circumstances.

Commission's standards for accreditation, requirements of affiliation, policies or procedures, or the institution's own policies or procedures.

matters outside of the Commission's purview, affiliated institutions about admission, grades, application of academic policies, fees or contractual rights and obligations, personnel decisions, or similar matters. In addition, the Commission does not involve itself in collective bargaining disputes.

Therefore, the Commission's practice is not to consider a complaint which

Commission



State University Plaza  
Albany, NY 12246

- A complaint against a college in the City University system should be sent to:  
City University of New York  
Office of the General Counsel  
240 East 42nd Street, 11th floor  
New York, NY 10017
- Civil rights: a complaint involving discrimination based on race, color, national origin, age,

## APPENDIX II

**APPENDIX IV**  
**TEXAS HIGHER EDUCATION COORDINATING BOARD**  
**STUDENT COMPLAINTS**  
( [www.thecb.state.tx.us/studentcomplaints](http://www.thecb.state.tx.us/studentcomplaints) )

**The following notice regarding student complaints is required by the Texas Higher Education Coordinating Board.**

**Overview:** The Texas Higher Education Coordinating Board (THECB) adopted rules codified under Title 19 of the Texas Administrative Code, Sections 1.110–1.120, on October 25, 2012. The rules create a student complaint procedure to comply with the U.S. Department of Education’s “Program Integrity” regulations, which require each state to have a student complaint procedure in order for public and private higher education institutions to be eligible for federal Title IV funds. In December 2011, the Office of 2 (,)157hhe Opl ducrn, yeG11ets-1 (,)9 ( e) (v)l(f)6 ( t,

Office of General Counsel  
P.O. Box 12788 Austin, Texas 78711-2788

Facsimile transmissions of student complaint forms are not accepted. All submitted



